

Teleservice PrimerTypes of Services

	SYNCHRONOUS	ASYNCHRONOUS
HOW	Video conferenceInstant MessengerChatWebinarFaceTime	EmailLettersPacketsDiscussion boardsText messages
WHY	Students respond immediately and stay more engaged because the teacher/therapist are prompting them for a response.	Students have more time to reflect because an immediate answer is not required.
EXAMPLE	 Two-way webinar Group participates in messenger Teacher/therapist share screen and talk over the phone Online format includes cameras so student and teacher can work together 	 Student posts reflection on a topic Journals Email message Turn in packet Send video of performance
Pros	 People's comments are relayed immediately Adapt to needs of student Build bridges between ideas and concepts Immediate feedback Help retain information more effectively 	 Any time, anywhere Gives time for research Respond in detail Internalize the information Time is not a major factor
SHARS	 Two way Real time Interactive communication Teacher/therapist sees the student	 Supplemental to real time May include parent support May be sent home beforehand
Not SHARS	Audio only telephone consultationOne-way videoLink to website	Text only emailsFacsimile transmissionPacket of instructions